



## Communications Status Report for Areas Impacted by Hawaii Wildfires August 13, 2023

The following is a report on the status of communications services in geographic areas impacted by the Hawaii Wildfires as of August 13, 2023 at 12:00 a.m. Hawaii-Aleutian Standard Time (HST) / 6:00 a.m. Eastern Daylight Time (EDT). This report incorporates network outage data furnished by communications providers via the Federal Communications Commission (FCC) Disaster Information Report System-Lite (DIRS-Lite).<sup>1</sup> Note that the operational status of communications services during an event may evolve rapidly, and this report represents a snapshot in time.

The is collected for the most affected areas in West Maui: Kapalua, Napili-Honokowai, Kaanapali, Lahaina, Launiupoko, and Olowalu.

### 911 Services

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of each Public Safety Answering Point (PSAP) through information provided by 911 Service Providers via DIRS-Lite, reporting to the FCC's Public Safety Support Center, coordination with state 911 Administrators, and, if necessary, direct contact with individual PSAPs.

The Maui PD PSAP is fully functional. Some 911 calls are not being completed because the Lahaina switch is isolated and some cell sites in the affected area are down.

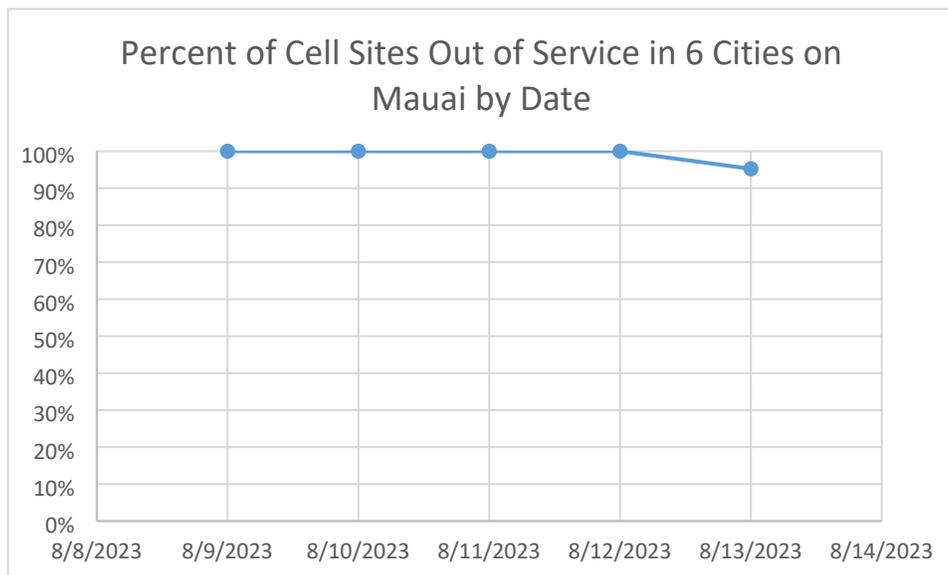
### Wireless Services

**Wireless Status:** The total number of cell sites serving Kapalua, Napili-Honokowai, Kaanapali, Lahaina, Launiupoko, and Olowalu is 21. As of 8/13/23 at 6:00 a.m. (EDT) 20 are out of service.

The following chart illustrates the percentage of cell sites out of service by date for Kapalua, Napili-Honokowai, Kaanapali, Lahaina, Launiupoko, and Olowalu:

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<sup>1</sup> Due to the geographically concentrated impact of the Hawaii wildfires, and the need to gain information that is more precise than county-level, the FCC, in consultation with FEMA and CISA, has activated a component of the Disaster Information Reporting System called DIRS-Lite (OMB Control Number 3060-1003), whereby the Public Safety and Homeland Security Bureau is obtaining more granular situation-specific information through ongoing direct communications with communications providers.

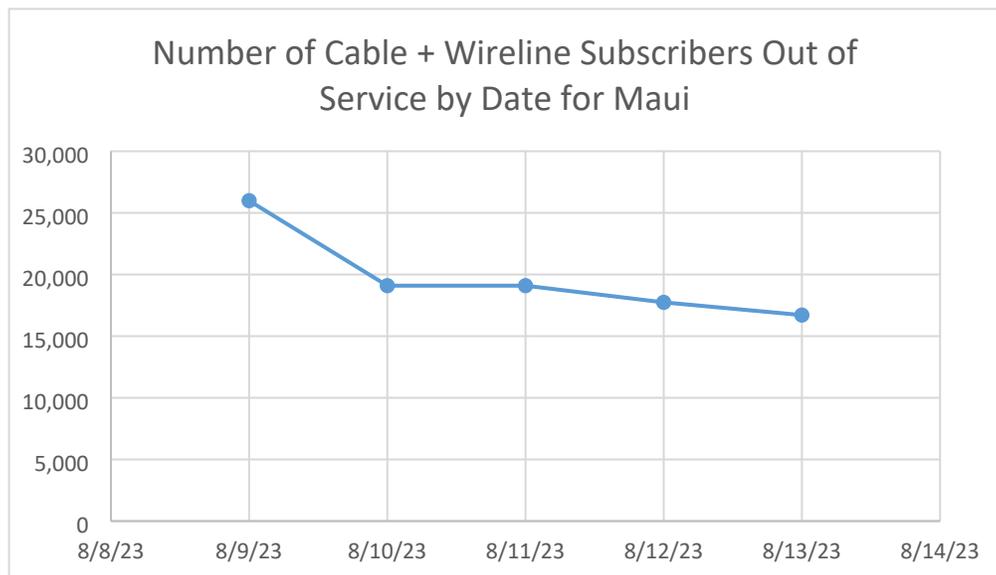


The number of cell site outages in a specific area does not necessarily correspond to the availability of wireless service to consumers in that area. See *Improving the Resiliency of Mobile Wireless Communications Networks*, Order, 31 FCC Rcd 13745, para. 10 (2016) (recognizing the difficulties in accurately depicting the ongoing status of a wireless provider’s service during emergencies). Wireless networks are often designed with numerous, overlapping cell sites that provide maximum capacity and continuity of service even when an individual site is inoperable. In addition, wireless providers may use temporary facilities, such as cells-on-wheels (COWs), increase power at operational sites, initiate roaming agreements, or take other actions to maintain service to affected consumers during emergencies or other events that result in cell site outages.

**Mobile Assets Deployed:** A number of wireless companies have deployed mobile assets to Maui to support wireless services while fixed cell sites are being restored.

### **Cable Systems and Wireline (Combined)**

Cable and wireline companies reported 16,709 subscribers out of service in the disaster area; this may include the loss of telephone, television, and/or Internet services. A graph showing the trends in customers out of service is shown below:



**Broadcast:**

AM Radio stations status:

- 4 AM stations observed being in service (KNUI, KCIK, KAOI, KUAU).

**Special Temporary Authority (STA)/Waivers/Extensions**

The FCC may grant Special Temporary Authority (STA) to permit immediate or temporary operation of certain radio facilities during emergencies or other urgent conditions, as well as waivers to support emergency communications and service restoration.

- August 11, 2023, Wireless Telecommunications Bureau granted STA to AT&T Mobility to use several frequencies for microwave backhaul from five cell towers.
- August 11, 2023, Wireless Telecommunications Bureau granted STA to AT&T Mobility to operate two Cells-On-Wheels (COWs) and three temporary microwave sites.